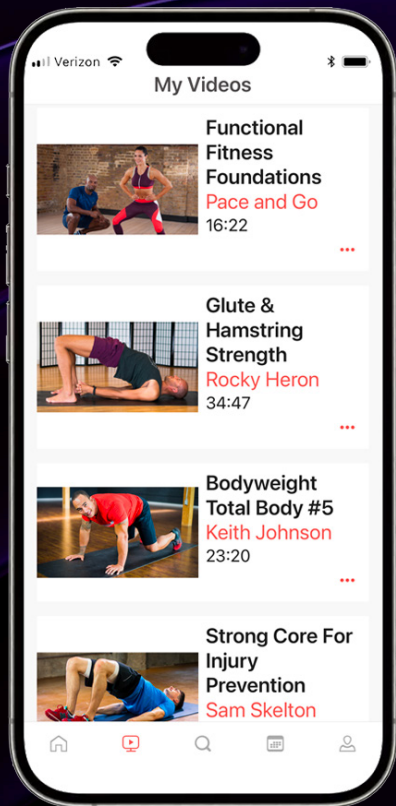


# Grokker ENGAGEMENT SUITE

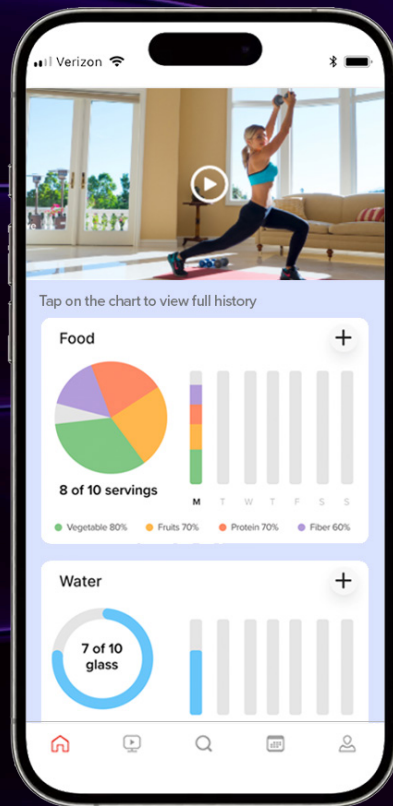
A collection of solutions providing high-engagement content to keep employees' attention. It is designed to prevent the "Google-to-ER" pipeline.

## Grokker Core



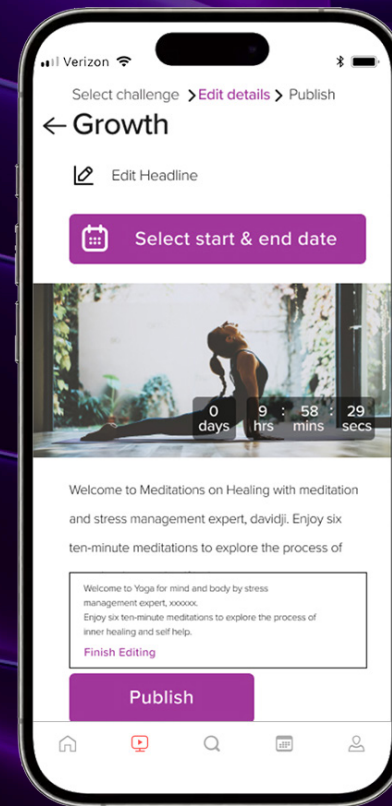
Fusing evidence-based, expert-led content

## Grokker Courses



Intensive, personalized programs

## Grokker Challenges



Customizable, globally-accessed solutions

## Grokker Precision Incentives



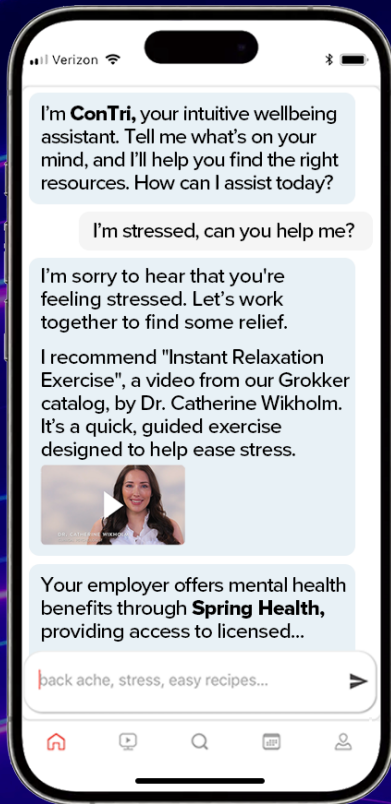
Bespoke motivation and rewards programs

go to [www.grokker.com/Demo](http://www.grokker.com/Demo) to learn more

# Grokker INTELLIGENCE SUITE

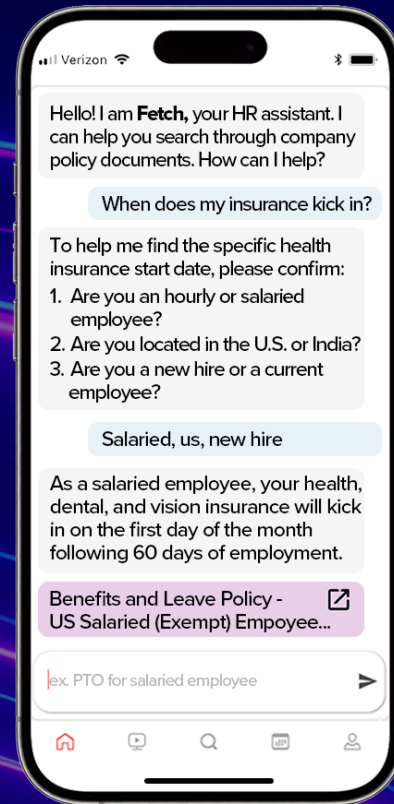
A suite of four integrated agents that transform how employees access health and benefits information. It reduces employer healthcare costs, maximizes benefits ROI, and delivers cost containment.

## Grokky ConTri



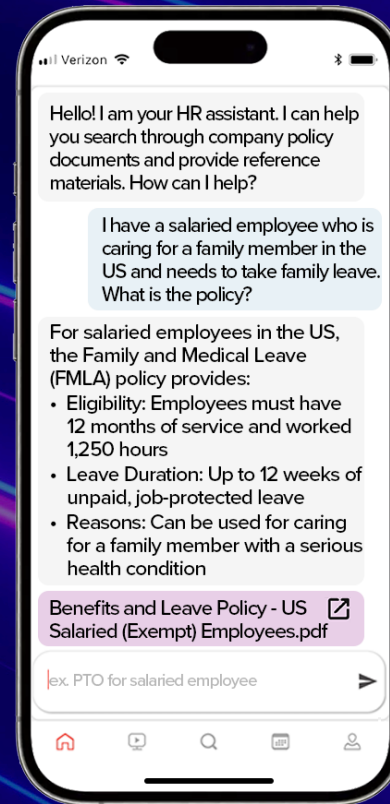
A secure, conversational AI benefits agent that answers health queries

## Grokky Fetch



A specialized AI engine that transforms HR docs into instant, accurate responses

## Grokky Fetch PRO



A specialized AI answer engine ONLY for HR teams

## Grokky Orchestrator



Employee Question  
Interprets member needs and routes queries to the best-suited agent

go to [www.grokker.com/GrokkyAiDemo](http://www.grokker.com/GrokkyAiDemo) to learn more

# Grokker ANALYTICS SUITE

While our team delivers deep, tailored analyses, GrokkyAi adds a layer of intelligence that surfaces what employees need in the moment—long before it appears in traditional dashboards or claims.

## \$512,100 Savings

**9,986**  
Unique Sessions

**1.25**  
Questions / Sessions

**8,132**  
Unique Members

**2,109**  
Returning Members

### Topics

pain/musculoskeletal (MSK)	3,425 (27.4%)	telehealth/virtual care	586 (4.7%)
mental health	1,588 (12.7%)	nutrition	413 (3.3%)
physician visit	1,125 (9.0%)	diabetes	350 (2.8%)
dental	1,063 (8.5%)	insurance coverage	347 (2.8%)
prescription	1,000 (8.0%)	pregnancy	237 (1.9%)
child care	713 (5.7%)	education and training	234 (1.9%)
retirement	588 (4.7%)	others	113 (0.9%)

[Show all](#)

**53%**  
Mobile Sessions

**47%**  
Web Sessions

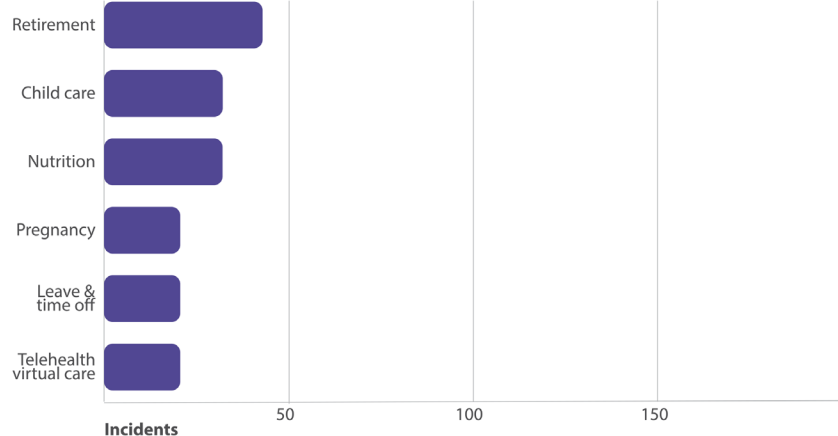


**93%**  
Positive Relevancy

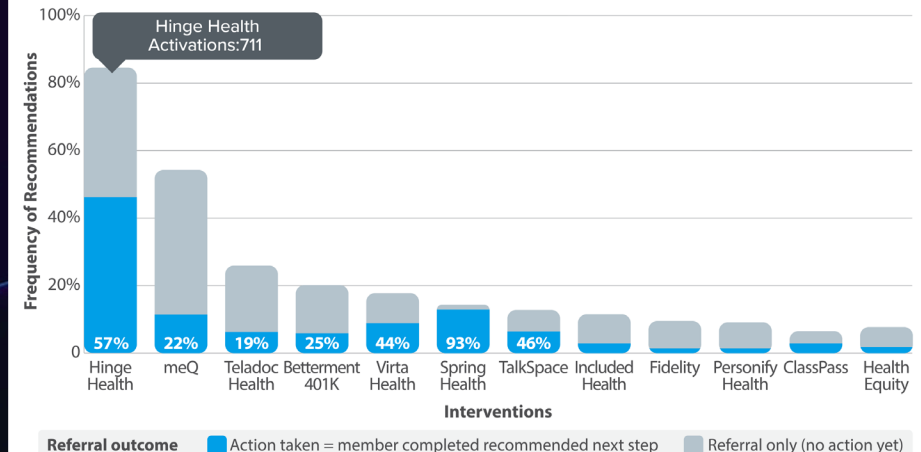
**7%**  
Negative Relevancy



### Queries Lacking Benefit Coverage by Topic



### Actions Taken Per Recommended Intervention



go to [www.grokker.com/GrokkyAiDemo](http://www.grokker.com/GrokkyAiDemo) to learn more

### 1. What personal information will GrokkyAI Intelligence Suite collect?

GrokkyAI Intelligence Suite is designed with your privacy and security in mind. We collect a limited amount of personal information to ensure the functionality and continuous improvement of our services. This includes:

- **Account Information:** We collect the email address associated with your account for authentication and communication.
- **Interaction Data:** Your chat conversations and usage logs are retained for a defined period. This allows for a more contextual and effective interaction with the GrokkyAI Intelligence Suite and helps us to troubleshoot and enhance the service.
- **Integrations for Enhanced Functionality:** The GrokkyAI Intelligence Suite can integrate with other systems to provide more comprehensive assistance. This may include accessing data related to your employee benefits, eligibility for those benefits, or your Grokker account.

All data is handled in accordance with strict security protocols to ensure its confidentiality and integrity.

### 2. How will this information be used?

The information collected is used to enhance the member experience. The GrokkyAI Intelligence Suite leverages anonymized conversations and app usage data to improve the overall quality of the responses.

The GrokkyAI Intelligence Suite also leverages member benefits eligibility data to provide personalized member benefits guidance. We are committed to responsible data stewardship and maintaining a clear separation between the data used for personalization and the anonymized data used for system-wide improvements.

### 3. Will this information be shared with any third parties?

Your personally identifiable information is not for sale or for sharing. Our commitment is to you and your privacy. However, Grokker may share aggregated and anonymized data about the GrokkyAI Intelligence Suite usage with our partners for purposes such as analytics, technical support, and research, but never in a way that could identify or compromise any individual user.

### 4. How long will this information be retained?

We are committed to protecting your privacy by minimizing how long we store your personal data. Your personally identifiable information is permanently anonymized within one year after your contract with us ends.

We keep your account data for this short, one-year period for necessary final support or administrative purposes. Once that period is over, we follow a strict process, guided by HIPAA privacy standards, to permanently remove all of your personal identifiers (like your name, email, and any protected health information).

The remaining anonymous data may be used to help us improve our services, but it has no connection to you and can never be used to identify you.

### 5. What measures are in place to ensure the accuracy and integrity of the data collected?

Grokker ensures data accuracy and integrity through anonymization, secure storage, strict data handling procedures, and regular monitoring and audits, safeguarding both member privacy and the quality of the data collected.

### 6. How will the GrokkyAI Intelligence Suite handle sensitive health information or mental health concerns?

In case of emergency, The GrokkyAI Intelligence Suite strongly encourages people to seek help from qualified healthcare professionals for any sensitive health or mental health concerns. If you share such information, it will never be exposed to other users or used to train any AI model.

### 7. What measures are in place to ensure GrokkyAI Intelligence Suite provides accurate and safe information and recommendations?

The GrokkyAI Intelligence Suite prioritizes providing accurate and safe information by curating its responses from Grokker's trusted expert-created content library, actively monitoring and rating its performance, encouraging user feedback, and continuously improving its capabilities.

### 8. How does GrokkyAI Intelligence Suite support users who need additional help?

GrokkyAI Intelligence Suite provides immediate, personalized support and helps guide users to the most relevant resources available to them. This includes directing individuals to employer-sponsored benefits, care navigation programs, and other appropriate support channels when additional assistance is needed. For platform-related questions, users can also connect directly with Grokker support.

### 9. How is my information kept separate from other users?

Your privacy is paramount. We prevent any crossover of user information through a robust security framework. Each chat occurs in a private session that isolates your conversation. Your data is strictly segregated and is never used to inform another user's session or for AI training. We combine this with industry-standard encryption for all data in transit and at rest, along with strict internal access controls, to ensure your information remains confidential and visible only to you.

### 10. How do you store and protect my data from unauthorized access?

We are deeply committed to protecting your data through a multi-layered security framework that safeguards it from unauthorized access, use, or disclosure. Our approach is built on the following pillars:

- **Secure, World-Class Infrastructure:** All our systems are hosted on secure servers provided by Amazon Web Services (AWS), a leading cloud provider that meets the highest international physical and technical security standards.
- **Comprehensive Encryption:** Your data is encrypted at all times. It is encrypted in transit (as it travels over the internet) and at rest (while stored). This renders your information scrambled and unreadable to any unauthorized party.
- **Strict Access Controls:** We operate on a "principle of least privilege." Access to user data is strictly limited to a small number of authorized personnel who need it for specific, necessary purposes like system maintenance.
- **Proactive Monitoring & Audits:** We don't just protect against current threats; we prepare for future ones. We use continuous monitoring and conduct regular security audits to proactively identify and address potential vulnerabilities.
- **A Culture of Security:** Our team is your first line of defense. We provide ongoing training on data security best practices and our information security policies to ensure security is embedded in everything we do.
- **Secure Data Deletion:** When data is no longer needed, we follow a strict protocol to ensure it is permanently and securely destroyed.
- **Incident Response Readiness:** In the unlikely event of a security incident, we maintain a comprehensive incident response plan to ensure a swift, effective, and transparent response to protect your data.

These measures work together to create a robust security posture that ensures the confidentiality and integrity of your information.